



Key Directions for the Commonwealth Home Support Programme Discussion Paper

Submission template

Completed submissions are to be sent by 30 June 2014 to:
CHSP@dss.gov.au (preferred method) OR

Home Support Policy Team, Level 6, Sirius Building
Department of Social Services PO BOX 7576
Canberra Business Centre, ACT 2610

Submissions received after Monday 30 June 2014 may not be considered.

Unless otherwise stated, the information and feedback you provide may be used for publishing purposes. Please state if you do not wish for your comments to be published

Instructions for completing the Submission Template

- Download and save a copy of the template to your computer.
- You **do not** need to respond to all of the questions.
- Please keep your answers concise and relevant to the topic being addressed.
- Refer to the **Discussion Paper: Key Directions for the Commonwealth Home Support Programme (Hyperlink)** for context on the questions.

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If submitting on behalf of a company or organisation

Name of organisation: Seniors Collaborative Action Project (SCAP) auspiced by The Barossa Council

Stakeholder category (e.g. service provider, client, peak body, academic): HACC Sector Support & Development

State/Territory: SA

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The Executive Committee of the Seniors Collaborative Action Project (SCAP) welcomes the opportunity to provide a submission to the key directions for the Commonwealth Home Support Programme Discussion Paper.

The SCAP was formed early in 2013 with the purpose of facilitating service reform and improving service cooperation and coordination at a regional level. The project engages with service providers that support the HACC target group to be more independent at home, to enhance their quality of life and to delay or prevent the need for premature admission to long term residential care. SCAP operates in the region north of metropolitan Adelaide and covers the rural local government areas of Barossa, Gawler, Light and Mallala.

On June 12, 2014, a SCAP Forum was held for the purpose of developing a regional response to the CHSP Discussion Paper. Representatives from Aged Care Services, Carer Support Services, Domiciliary Care, Local Government and Medicare Local contributed to the discussion that addressed the 12 questions presented in the Paper.

The Seniors Collaborative Action Project wholeheartedly supports the underlying principles of the CHSP namely an Aged Care System that emphasises wellness and reablement, and provides older people and their carers the opportunity to maximise their independence through the provision of basic support services centred around each person's individual goals and choices. It also agrees that older people should contribute financially to the provision of such services within their means.

Question 1: Are there any other key directions that you consider should be pursued in the development of the Commonwealth Home Support Programme from July 2015?

SCAP acknowledges the need for Aged Care Reforms and consider aspects of the new Programme as being particularly favourable, namely the 7 new Service Groupings, and the emphasis on consumer wellbeing and reablement.

Question 2: How should restorative care be implemented in the new programme?

Question 3: Are these proposed client eligibility criteria appropriate? Should the eligibility criteria specify the level of functional limitation?

Question 4: Are the circumstances for direct referral from screening to service provision appropriate?

Question 5: Are there particular service types that it would be appropriate to access without face to face assessment?

It would be inadvisable to specify that a consumer seeking a particular service type would never be eligible for a face-to-face assessment.

Whilst many consumers seeking service types such as Domestic Assistance and Transport are unlikely to require a face-to-face assessment, My Aged Care assessors need to be suitably trained to identify triggers that would point to a need for a face-to-face assessment.

Question 6: Are there any other specific triggers that would mean an older person would require a face to face assessment?

If a consumer seemed confused or was having difficulties understanding the My Aged Care assessment process.

A consumer requesting a large number of services would flag the need for face-to-face assessment.

Question 7: Are there better ways to group outcomes?

SCAP believes that the proposed service groupings are logical. However, if Carer Support was to be separated from the CHSP, the outputs listed under 'Care Relationships' could be included in the 'Social Participation' service group outcome.

Question 8: Are there specific transition issues to consider?

Question 9: How are supports for carers (other than respite services) best offered? For example, should these be separate to or part of the Commonwealth Home Support Programme?

SCAP believes that Support for Carers would be better offered through the Disability, Mental Health and Carer Support Programme rather than the Home Support Program. It is felt that this Programme will be better placed to enable the delivery of carer support through a community development approach that focuses on early intervention and support through community based initiatives. The SA Model of Carer Support would be well placed to deliver Carer Support through the Disability, Mental Health and Carer Support Programme and this model should be adopted nationally.

Question 10: What capacity building resources are needed to assist with the sector's transition to the Commonwealth Home Support Programme?

SCAP supports the concept of a National Network of CHSP Development Officers and urges the Department to look at the SA model of HACC Collaborative Projects where the priorities for sector support are determined at a regional level and the projects work with service providers in the broader sector including Home Support, Home Care, Residential Care and Health. This collaborative, community development approach to sector support and development is particularly important for rural areas where resources are limited and service providers are servicing a large geographical area.

One major strength of the South Australian Statewide HACC Collaborative Projects is that it is an independent facilitator of reform activities within each region. This strength is perceived to be enhanced by the broad range of auspice organisations committed to and supporting each regional network. The diversity of auspice arrangements enriches each project in a range of ways which is then shared through the statewide processes to enhance regional outcomes. The regional committee structure supporting each of the projects facilitates concrete outcomes.

The significance of regional committees in supporting a reform process is not identified in the CHSP discussion paper

Each of the Collaborative projects has well established and well maintained relationships that are fundamental to the success of collaboration between providers in local areas and essential for achieving service improvements across regions.

This 'local' sector support and development should be to be retained and further resourced as stated in the paper on page on page 46("*there may be some activities that are currently funded that require continuity.*")

The efficiency & effectiveness of the SA model of HACC sector support and development should be acknowledged and sustained.

SCAP also believes that in addition to service providers, 'sector support and development', should include the development and support of community members, consumers, carers & volunteers. It should include recognition that we need to build the capacity of older people, as consumers, to be partners in this new aged care environment.

SCAP is also concerned about the uncertainty of the future of existing sector support and development initiatives currently delivered in SA, including the Better Practice Project, and Multi-Cultural Aged Care.

Question 11: How should the current Assistance with Care and Housing for the Aged Program be positioned into the future?

Question 12: Are there any other issues that need to be considered in transitioning functions from the current HACC Service Group Two to My Aged Care?

SCAP's major concern in this area is that the removal of service delivery assessment and care coordination funding from the CHSP will result in a funding shortfall for service providers. As these functions are considered to be part of routine service delivery this will need to be reflected in the funding.

SCAP is also concerned about the loss of the Home Safety programme which is currently delivered in SA under Service Group Two by the SA Police.

Question 13: Is there anything else you want to raise to help with the development of the Commonwealth Home Support Programme?

Service Providers require information packs that they can pass onto consumers who are seeking information about, and in some cases questioning the validity of the Reforms.

There is also a need for the SA acute care sector to be fully briefed on the Reforms so that it is prepared for possible consequences including consumer confusion and/or resistance to access reformed services.

SCAP is concerned that much developmental work still needs to be undertaken before commencement of the CHSP in 12 months time, namely the fees policy; the definition of Community Transport, and the role and nature of Carer Support in the Programme other than Respite.

SCAP is also concerned that the tender process for the new Regional Assessment Organisations is yet to take place which will not leave much time for transition to the new Assessment process.

There is also much concern that the removal of 'assessment' from Service Group Two under the CHSP will result in a significant number of redundancies for some service providers in the SCAP region.